

How to Reduce False Alarms

The three major causes of false alarms are user errors, installation or service errors, and equipment failures. Alarm industry data show that more than 80% of all false alarms are related to preventable user error; and 20% of alarm users cause 80% of all false alarms,

To increase your compliance with the **Hayward Alarm Ordinance** and reduce false alarms, follow these guidelines.

1. Before activating your system, take these steps.

- Lock all protected doors and windows;
- Keep pets, balloons, fans, heaters, plants, curtains, seasonal decorations, etc. away from areas covered by motion detectors;
- Keep the monitoring center's number close to your phone;
- Know how to cancel an alarm if the system activates.

2. Educate all your alarm system users, key holders and others with legal access to your property about how to ...

- Operate your system;
- Correctly arm and disarm codes;
- Cancel accidental alarm activities including the pass codes, and related telephone numbers.

3. Notify your alarm company if you...

- Think your system is not working properly;
- Plan remodeling, like replacing windows or doors, hanging drywall, sanding floors, installing attic flooring, changing phone systems or carriers, installing intercoms, siding, ceiling fans or skylights, fumigating, installing wiring for cable or other electronics, installing anything near the alarm system control panel or keypads;
- Hire domestic help, get a new pet, plan to sell your house, or are testing the system;
- Change your alarm site telephone number, or change phone numbers for people that the alarm company calls if your alarm is activated;
- Change the hours your business operates, have problem areas or other system maintenance needs.

4. Be sure your alarm system equipment is up-to-date and correctly maintained.

- Regularly check and replace batteries that take over operation of your alarm during a power failure;
- Make sure your control panel is ANSI/ASI CP-01 compliant. This panel is specially designed to reduce false alarms. New installations in Hayward require a CP-01 compliant panel. Old panels must be upgraded by March 16, 2011;
- Replace transmitter batteries (before they weaken) in systems that are wireless or have wireless components.
- Install only UL[®] listed equipment in alarm systems and do so pursuant to the manufacturer's guidelines.